



POOLE
GRAMMAR
SCHOOL



APPLICATION FORM

NETWORK/IT ASSISTANT

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SCHOOL

Gravel Hill, Poole, Dorset, BH17 9JU
01202 692132
www.poolegrammar.com
Headteacher: Mrs K Etheridge

For: NETWORK/IT TECHNICIAN

Start date: As soon as possible

Salary: £27,274 to £29,542

In this role, the post holder will be responsible to the Network Manager.

Actual annual salary: £27,274 to £29,542

Hours: 37 hours per week, Monday to Friday, 8am to 4pm (3.30pm on Fridays)

Working weeks: 52

Holiday allowance: 25 days excluding bank holidays

Further details about the School can be found on our website at www.poolegrammar.com

The responsibilities of the postholder will include the following areas:

Health, safety and safeguarding

The post holder must:

- fully abide by the School's Safeguarding policy;
- fully abide by the Staff Code of Conduct and any applicable Health & Safety, Cybersecurity, Data Protection and Risk Management policies.

Main responsibilities and duties

The post holder will be expected to:

- Assist in providing high standard of IT and network support including hardware, software and cloud-based programs to staff and students, assisting users, maintaining user profiles, setting up equipment and maintaining comprehensive knowledge of the network;
- Aid in developing and supporting the school's IT network, technology and assist the Network Manager in day-to-day requirements and future developments;
- Assist in the smooth running of school's IT hardware including cleaning, repair & maintenance of PCs, monitors and peripherals (eg, keyboards, mice and printer toner levels);
- Help prevent misuse of school IT technology by means of monitoring using safeguarding software (currently NetSupport DNA) and using the CCTV systems to prevent and track intentional damage to IT assets;
- Assist with the regular maintenance of IT hardware and software;
- Help with fault-finding of the network within the school and aid in resolving problems with any hardware and software technology;
- Assist users with the use of standard Office productivity software (eg, browsers, MS Office, etc) and ensure a rapid response to hardware/software problems from teachers, support staff and students that may arise during the day;

- Set up equipment such as projectors, TV display screens, microphones, etc, as well as assisting with visitors hosting assemblies/events with their required equipment;
- Work as part of a small team to support colleagues and students, and help contribute towards positive change and development for the school's technical systems;
- Be willing to undertake relevant personal development when required with use of online forums, video tutorials or formal training if seen relevant;
- Assist in the maintenance of the school's IT Asset Management system by adding new devices, notes and equipment loans as well as writing off equipment when disposed of;
- Help to guide students and staff when they have a query on an IT issue, so they are able to be more self-sufficient on reasonable low-level IT fixes;
- Be responsible for changing the weekly backup drive;
- Assist in the installation of new equipment such as monitors, display screens, wall-/ceiling-mounted projectors & speakers;
- Assist in the rollout of new computer workstations, laptops, tablets or full suite refreshes as well as the installation of Windows and school basic software;
- Get involved in assisting the maintenance of Office 365 products as well as the school's SharePoint- & Teams-based VLE;
- Aid in the rolling out of new software or Operating System updates and/or patches.

Additional duties

The post holder will also be expected to:

- Undertake such other duties as may be required from time to time commensurate with the level of the post. The particular duties and responsibilities attached to the post may vary from time to time without changing the general character of the duties or the level of responsibility entailed;
- Comply with all decisions, policies and standing orders of the school;
- Comply with any relevant statutory requirements, including Equal Opportunities legislation, the Health and Safety at Work Act and GDPR;
- Have a commitment to Child Safeguarding, to promoting the welfare of children and young people in accordance with the school's agreed procedure, and to meeting the five outcomes of Every Child Matters.

In addition, any contribution to the extra-curricular life of the school is most welcome, for example, assisting with the delivery of Games lessons, Duke of Edinburgh Award, extra-curricular activities such as clubs or any area that will enthuse and interest students.

Work environment

- Duties will normally be undertaken in classrooms or classrooms within the school.
- Routine duties may include the moving and handling of IT equipment and peripherals (such as computers, monitors, printers, projectors and servers) as well as some movement of furniture when needed, and some basic tools.

Skills and qualifications

For this role, we are expecting the post holder to have:

- Good knowledge of Windows 10/11, Control Panel functions and other administrative functions of Windows (some Windows Server knowledge is preferable);
- Some knowledge of educational management software (such as SIMS);
- Basic knowledge of Active Directory Users & Computers and Group Policy;
- Ability to troubleshoot PCs, printers and projectors. This includes PC hardware (RAM, SSD drives and BIOS functions as well as Operating Systems and software);
- Some knowledge of switches, network cabling and firewalls;
- Understanding of the required standards such as GDPR, network security and back-up procedures;
- Knowledge of (and willingness to keep on top of) new IT trends and common security threats (eg, phishing, ransomware attacks, DDoS) and how we can help prevent them;
- Good technical ability and physical skills in order to set up IT-based media including TVs, microphones, setting up and safely/neatly cabling new computer workstations;
- Ability to problem solve and provide solutions to problems relating to IT, media and communications technology;
- Ability to maintain the school's IT systems effectively when the Network Manager is absent;
- Effective and persuasive communicator both verbally and in writing, as well as good people skills and patience to provide excellent IT service;
- A willingness to undertake training to update existing skills and knowledge of best practice and current IT developments;
- The ability to ask questions or for assistance when needed from the Network Manager and make suggestions for changes or improvement where applicable;
- Basic knowledge of hand tools and power tools, or the willingness to learn on the job;
- Willingness to complete work at heights and undertake ladder training (as stepladders are frequently used day-to-day).

Personal style and behaviour

The post holder will need to:

- Exercise tact and diplomacy in all interpersonal relationships with the public, students and colleagues at work;
- Exhibit self-motivation and personal drive in order to complete tasks to the required timescales and quality standards;
- Have the capacity to work on outstanding tasks or general improvements during less busy period;
- Maintain good time management;
- Show flexibility in order to be able to adapt to changing workload demands and new school challenges;
- Abide by the Network Team's commitment to ensure services are equally accessible and appropriate to the diverse needs of the service users;
- Show personal commitment to continuous service and self-development;

- Show personal commitment to the school's professional standards, including dress code and the way in which you conduct yourself at all times;
- Be willing to consent to and apply for an enhanced disclosure to a DBS check.

Contacts and relationships

- Daily interaction with the Network Manager.
- Daily interaction with teaching and other support staff.
- Regular team meetings.
- Contact with professional bodies to ensure that the post holder's knowledge and skills are kept up to date.

Skills and qualifications

- No formal qualifications required.
- More details on the following page.

General

This job description is specific to the post of Network/IT Assistant. This job description is current at the date shown below but, in consultation with you, may be changed by the Headteacher to reflect or anticipate changes in the job commensurate with the job title.

Prepared by: Hayley Yeo, HR Manager

Date: September 2026



PERSON SPECIFICATION



Experience

- Working in an education setting (DESIRED)
- At least two years' practical experience (DESIRED)
- Experience and practical competence in the safe and proper use of any equipment, hardware or software, for which the post holder has direct responsibility (ESSENTIAL)

Qualifications

- Five GCSEs with a minimum grade C or above in English and Mathematics or equivalent qualifications or relevant experience (ESSENTIAL)
- A vocational or academic qualification in the relevant subject area (DESIRED)
- Additional academic/vocational qualifications in IT and/or Computing (DESIRED)

Aptitudes and abilities

- Excellent communication skills
- Superb ICT skills
- Knowledge of school systems and policies
- Ability to handle confidential information with discretion

Knowledge

- Health & Safety At Work, COSHH, CLEAPPS, SYC
- Poole Grammar School's Behaviour and Management policies
- The School's fire and emergency procedures
- Child Safeguarding procedures

Personal attributes and qualities

- Self-motivated with a can-do attitude
- Able to work under own initiative
- Team player
- Good interpersonal skills
- Ability to manage and prioritise busy workloads
- Commitment to Equal Opportunities
- Enhanced DBS



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APPLICATION PROCEDURE



What you need to do

Please visit www.poolegrammar.com/work-for-us and complete the online application form. Once submitted, you will receive an acknowledgement email.

CVs will be accepted in addition to the above but will not be accepted on their own.

Online application forms are preferred but PDF and Word versions of the application form can be requested from the HR Department by emailing: pgshrdept@poolegrammar.com.

Please note: If you use the PDF application form and are using an Apple Mac, make sure it isn't completed in Preview mode, as it will not save correctly.

If you have any questions regarding the application process or have not received your acknowledgement email, please contact the HR Department on the above email address.

Dates

Closing date for applications: **11th October 2026**

Interviews: week commencing **12th October 2026**

We encourage early applications and reserve the right to interview early for the right candidate.

Safeguarding and equal opportunities

Poole Grammar School is committed to safeguarding and promoting the welfare of children and young people. All successful applicants will be required to complete an enhanced DBS application.

Poole Grammar School also promoted equal opportunities across its workforce.

We look forward to receiving your application.

With thanks,

Katie Etheridge, Headteacher
September 2026